



STATE BOARD OF EQUALIZATION

TAX SERVICE SPECIALIST

EXAM CODE: 6EQ06

OPEN - SPOT, LOS ANGELES

California State Government is An Equal Employment Opportunity Employer providing equal opportunity to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, or sexual orientation.

It is an objective of the State of California to achieve a drug-free state workplace. Any applicant for state employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the state, the rules governing civil service and the special trust placed in public servants.

HOW TO APPLY

Applicants who applied previously for this examination with the final filing date of January 31, 2006 or February 10, 2006, do not need to reapply for this examination.

THIS IS A ONE-DAY FILE-IN-PERSON. EACH APPLICANT MUST APPEAR IN PERSON SUBMIT AN EXAMINATION APPLICATION (STD. 678) AND RESPONSES TO THE SUPPLEMENTAL ITEMS.

REFER TO THE EXAMINATION INFORMATION SECTION OF THIS BULLETIN FOR INSTRUCTIONS.)

APPLICATIONS WILL BE ACCEPTED ONLY ON MARCH 1, 2006 BETWEEN THE HOURS OF 9:00 A.M. AND 4:00 P.M. AT THE FOLLOWING LOCATION:

**BOARD OF EQUALIZATION
660 SOUTH FIGUEROA STREET, SUITE 2050
LOS ANGELES, CA 90017**

Applicants are required to bring either a photo identification card or two forms of signed identification to the file-in-person.

Applications must be delivered in person to the above street address and will not be accepted if received via mail.

SUPPLEMENTAL ITEMS MUST BE SUBMITTED WITH THE APPLICATION.

As indicated under EXAMINATION INFORMATION, applications received without the Supplemental Items will be eliminated from the examination process.

Do not submit applications to the State Personnel Board.

FINAL FILING DATE

MARCH 1, 2006

ONE-DAY FILE-IN-PERSON, BETWEEN THE HOURS OF 9:00 A.M. - 4:00 P.M.

Applicants are required to bring either a photo identification card or two forms of signed identification to the file-in-person.

SPECIAL TESTING ARRANGEMENTS

If you are disabled and require special testing arrangements, mark the appropriate box in Part 2 of the "Application for Examination". You will be contacted to make specific arrangements.

SALARY RANGE

Tax Service Specialist **\$5493 – \$6057**

ELIGIBLE LIST INFORMATION

This is an open examination. Applications will not be accepted on a promotional basis. Career credits do not apply. The list will be abolished 12 months after it is established unless the needs of the service and conditions of the list warrant a change in this period.

REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION

All applicants must meet the entrance requirements for this examination by MARCH 1, 2006, the one-day file-in-person date and time.

Either I

Three years of experience communicating financial information to the public;

Or II

Broad and extensive experience (more than five years) which has demonstrated the ability to plan and direct a comprehensive public education and communications program. This must have included experience in preparing and disseminating information as well as responsibility for either direct or functional supervision of the writing of others. Writing experience (preferably in journalism), while an integral part of the above, will not be considered qualifying in itself. (Experience in the California state service applied toward this requirement must include at least three years with responsibility for a major aspect of a statewide communications program or for a communications program in a geographic area.)

and

Education: Equivalent to graduation from college. (Additional qualifying experience may be substituted for education on a year- for-year basis.)

THE POSITION	<p>Under administrative direction, to direct a program of providing accurate and understandable information to the public concerning the tax laws, rules, and regulations administered by a tax agency; to advise top management on taxpayer communication and education needs; and to do other related work.</p> <p>A position exists with the Board of Equalization Board Member office in Los Angeles only.</p> <p>Various positions may require the incumbent to be fingerprinted.</p>
SPECIAL PERSONAL CHARACTERISTICS	<p>Ability to represent taxpayer interests in a technically oriented organization; demonstrated capacity for assuming progressively greater responsibility, emotional stability under stress; recognition of the public's need for assistance in understanding complex taxation procedures, and to effectively represent tax agency policies to the public.</p>
EXAMINATION INFORMATION	<p>This examination will consist of a Supplemental Items evaluation weighted 100%.</p> <p style="text-align: center;">Supplemental Items – 100%</p> <p>Each applicant for this examination must complete and submit his/her responses to the Supplemental Items according to the instructions shown below on the ONE-DAY FILE-IN-PERSON DATE OF MARCH 1, 2006. Applications received without the Supplemental Items will be eliminated from the examination process.</p> <p><u>GUIDELINES FOR RESPONDING TO THE SUPPLEMENTAL ITEMS:</u></p> <p>When responding to the Supplemental Items, please follow the guidelines below:</p> <ul style="list-style-type: none">• Your responses must be typewritten or generated by a computer on 8 1/2" x 11" paper.• Your response for each item must not exceed 1 typed page (12-point font).• Put the examination title and your name at the top of each page.• Make sure your responses are complete, specific, clear and concise.• Answer each item number separately and indicate the corresponding item number for each response.• Each response will be independently evaluated; therefore, it is important that you provide a complete response to each item. <p>NOTE: Resumes, letters and other materials WILL NOT be evaluated or considered as responses to the Supplemental Items. However, they will be used to determine eligibility for admittance to the exam.</p> <p><u>SUPPLEMENTAL ITEMS</u></p> <p>When responding to the following items, provide specific examples from your background giving details of your role, responsibilities and/or methods used. Omitted information cannot be considered or assumed.</p> <p>Item #1</p> <p>Please describe methods you have used to determine public need(s) for facts and guidance.</p> <p>Item #2</p> <p>Please describe your experience organizing, designing and the production of technical printed materials including electronic print production.</p> <p>Item #3</p> <p>Please describe your experience providing accurate and understandable information to the public in the areas identified below:</p> <ol style="list-style-type: none">a.) Financial Informationb.) Tax Laws and/or Rulesc.) Legal Mattersd.) Regulatory Matterse.) Other <p>Item #4</p> <p>Please describe your experience maintaining cooperative relationships:</p> <ol style="list-style-type: none">a.) With the press or other media outletsb.) With tax practitionersc.) With technical writers, lawyers and scientists

EXAMINATION SCOPE**Scope:****A. Knowledge of:**

1. Process of translating complex tax laws, rules, and regulations into lay terms.
2. Methods used to determine public needs for facts and guidance.
3. Methods of editing publications and forms.
4. Communications channels, methods, and procedures.
5. California state revenue and taxation programs.
6. The Board of Equalization's Equal Employment Opportunity Program objectives.
7. A manager's role in the Equal Employment Opportunity Program and the processes available to meet Equal Employment Opportunity objectives.

B. Ability to:

1. Encourage proper compliance with tax laws.
2. Anticipate industry-wide tax problems and stimulate the development of answers and their dissemination to the public.
3. Organize and direct a statewide communications and education program.
4. Speak and write effectively.
5. Gain the confidence and respect of those contacted in the work.
6. Establish and maintain cooperative relations with the press and tax practitioners.
7. Organize and lay out printed materials.
8. Analyze situations accurately and take effective action.
9. Effectively contribute to the department's Equal Employment Opportunity Program objectives.

Veterans preference credit will not be granted in this examination since it does not qualify as an entrance examination under the law.

NOTIFICATION OF TEST RESULTS

Results from the examination will be mailed to the candidate approximately 6 – 8 weeks after the final filing date.

QUESTIONS?

If you have questions concerning this examination, please call the California State Board of Equalization, Examination Section at (916) 324-4807. You may also contact the California State Board of Equalization in writing at 450 N Street, MIC: 17, Sacramento, California, 95814.

GENERAL INFORMATION

Examination Security Information – After the completion of your examination, you may not discuss the contents of the examination including the questions, with anyone except the interview panel members, or the Examination and Recruitment Section. Examinations are competitive and the only way another individual may unfairly learn the contents of the examination material is from you. When you talk about the examination with other competitors, it could help them score higher and impact your score or placement on the eligible list. No personal items (i.e., notes, notepads, PDA's cell phones, purses, wallets, etc.) are allowed to be present at, or to be used during your examination. Failure to comply can result in your disqualification from the examination and may result in disciplinary action. Evidence of copying or collusion may result in the cancellation of the examination and the debarment of the competitor from future state civil service examination of any kind.

It is the candidate's responsibility to contact the Board of Equalization's Examination and Recruitment Section in Sacramento (916) 324-4807, CALNET 454-4807, three days prior to the written test date if he/she has not received his/her notice.

For an examination without a written feature it is the candidate's responsibility to contact the Board of Equalization's Examination and Recruitment Section in Sacramento (916) 324-4807, CALNET 454-4807 three weeks after the final filing date if he/she has not received a progress notice.

If a candidate's notice of oral interview, self-assessment report or performance test fails to reach him/her prior to the day of the interview due to a verified postal error, he/she will be rescheduled upon written request.

Applications are available at State Personnel Board offices, local offices of the Employment Development Department and the Department noted on the front. Applications may also be downloaded from the State Personnel Board web site at <http://www.spb.ca.gov>.

If you meet the requirements stated in this bulletin, you may take this examination, which is competitive. Possession of the entrance requirement does not assure a place on the eligible list. Your performance in the examination described in this bulletin will be compared with the performance of the others who take this test, and all candidates who pass will be ranked according to their scores.

The Board of Equalization reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules and all competitors will be notified.

Examination Locations: When a written test is part of the examination, it will be given in such places in California as the number of candidates and conditions warrant. Ordinarily, interviews are scheduled in Sacramento, San Francisco, and Los Angeles. However, locations of interviews may be limited or extended as conditions warrant.

Eligible Lists: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) sub-divisional promotional, 2) departmental promotional, 3) multi-departmental promotional, 4) service-wide promotional, 5) departmental open, 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire within one to four years unless otherwise stated on this bulletin.

Promotional Examinations Only: Competition is limited to employees who have a permanent civil service appointment. Under certain circumstances other employees may be allowed to compete under provisions of Rules 234, 235, and 235.2. State Personnel Board Rules 233, 234, 235, 235.2 and 237 contain provisions regarding civil service status and eligibility for promotional examinations. These rules may be reviewed at departmental personnel offices or at the Information Counter of State Personnel Board offices.

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required.

Hiring Interview Scope: If a hiring interview is conducted, in addition to the scope described in this bulletin, the panel may consider education, experience, personal development, personal traits, and fitness. In appraising experience, more weight will be given to the breadth and recency of pertinent experience and evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of his/her experience. Evaluation of a candidate's personal development will include consideration of his/her recognition of his/her own training needs; his/her plans for self-development; and the progress he/she has made in his/her efforts toward self-development.

High School Equivalence: Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General Educational Development (GED) Test; 2) completion of 12 semester units of college-level work; 3) certification from the State Department of Education, a local school board, or high school authorities that the candidate is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.

TDD is Telecommunications Device for the Deaf and is reachable only from phones equipped with a TDD Device. Calls may be placed using the following relay system.

California Relay Telephone Service for the Deaf or Hearing Impaired:

From TDD phones: **1-800-735-2929**

From voice phones: **1-800-735-2922**